

SENIOR SYSTEMS ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To participate in the more complex and difficult application of information technologies to business opportunities and solutions; to assist in establishing, maintaining and enforcing development standards, processes and procedures; to serve as the technical lead on computer applications from project initialization through implementation and validation; and to perform a variety of technical tasks relative to assigned areas of responsibility.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Systems Analyst series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including directing, planning, mentoring and reviewing the work of lower level staff; conducting in-depth analysis resulting in the establishment of new systems or enhancements to existing systems. Employees at this level are required to be fully aware of all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned Information Technologies Manager and higher level management staff.

May exercise functional and technical supervision over lower level analysis and programming staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Plan, direct and participate in the evaluation, design, testing and maintenance of computer applications.
2. Verify the work of assigned team members for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.
3. Assist in the development, maintenance and quality control of programming and documentation standards.

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Essential Functions:

4. Provide in-depth analysis for establishment of new systems and enhancements to existing systems.
5. Develop, document and maintain computer systems design including, but not limited to, screens, reports, interfaces and programs; write and test new computer applications and systems; develop accurate time lines for assigned projects.
6. Consult with representatives from city departments and external organizations to solve problems; identify and coordinate system activities with users and internal departmental organizations.
7. Assist other departments with program and operational issues; analyze causes of issues and recommend solutions or corrective actions.
8. Monitor and evaluate operations and activities of assigned system responsibilities; recommend improvements and modifications.
9. Respond to inquiries in a courteous manner; facilitate the resolution of complaints in an effective and timely manner.

When Assigned to Oracle ERP Support:

1. Administer the functionality of payroll administration and financial modules within the Oracle eBusiness Suite including, but not limited to design, establishment, modification and monitoring of business rules and interfaces; report and query administration including definition, design, implementation and management; and serving as the subject matter expert to management and key operating personnel.

When Assigned to WEB Development:

1. Conduct or participate in application usability analysis; produce functional and visual design recommendations.

When Assigned to Business Intelligence:

1. Conduct or participate in business rules assessments; develop and implement rules and objects.

Marginal Functions:

1. Participate in the training of users in the operation of new or modified computer applications and procedures.
2. Assist in the validation of new applications or modifications; assist in the development of validation criteria.
3. Perform related duties and responsibilities as required.

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QUALIFICATIONS

Knowledge of:

Organizational structure, policies and operating procedures of the department and division.
Generally accepted software and system development life cycle processes.
Generally accepted validation and testing processes.
Generally accepted programming and documentation methods.
Generally accepted project management methods, techniques and processes.
Principles and techniques of lead supervision.
Principles and techniques of project leadership.

In addition to the above qualifications for Senior Systems Analyst:

When Assigned to Oracle ERP Support:

Oracle Relational Data Base Management System (RDBMS).
Oracle application middleware, user interface, reporting, query and backend development tools.
Oracle Human Resource, Payroll, Financials and self-service modules.
Structured Query Language (SQL).

When Assigned to WEB Development:

User interface design and usability assessment.
Web development tools, methods and standards.
Object and service oriented design concepts.

When Assigned to Business Intelligence:

Advanced business intelligence administration.
Business rules and object development and support techniques.

Ability to:

Lead, organize and review the deliverables of staff assigned to projects and tasks.
Independently, and as a team member, perform the most difficult analysis and design activities assigned.
Understand, explain and enforce department and division policies and procedures.
Analyze, design, and implement complex information technology solutions.
Read, understand and apply relevant information from technical publications, manuals and other applicable media.
Work independently with minimal supervision while adhering to the direction established by management and established policies, procedures and task assignments.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

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Ability to:

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Sitting for extended periods of time; and*
- *Operating assigned equipment.*

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintain mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

Experience and Training Requirements

Experience:

Depending on assignment, one of the following will apply:

Three years of increasingly responsible systems analysis experience with both commercial off-the-shelf solutions and custom applications development.

When Assigned to Oracle ERP Support: Experience in two Oracle Application implementations or significant upgrades.

When Assigned to WEB Development: Minimum of three years technical experience in the areas of WEB development, security, documentation, deployment, content management, source code management tools, and application interface usability analysis and design. Two years experience in web development tools, technologies methods and one year experience in development, implementation and support of service oriented architectures.

When Assigned to Business Intelligence: Minimum of two years support, development and implementation of commercial business intelligence solutions including two business intelligence solution deployments or significant upgrades.

Training:

Bachelor's degree from an accredited college or university with major in computer sciences, business administration, management information systems or a field related to the essential functions. A combination of formal education and directly related work experience may substitute for the degree.

When Assigned to Oracle ERP Support: Oracle Certified Application Developer is desirable.

WORKING CONDITIONS

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Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

SMM

REV 1/17/08

FLSA: exempt; City: nonexempt

CSB: 2/27/08